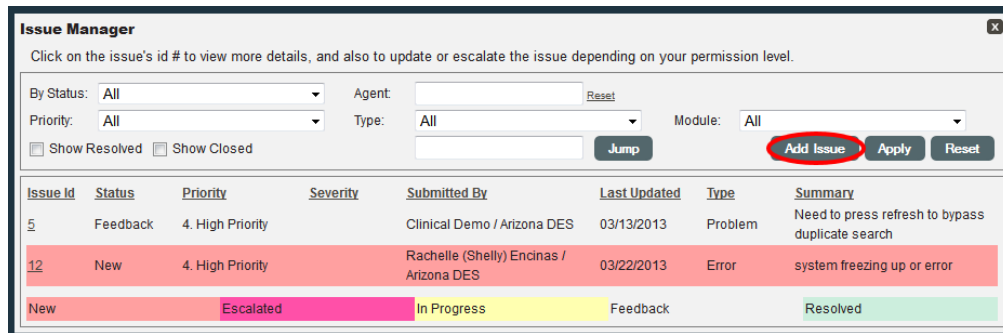**QuickGuide:**
-Using Issue Manager in DAARS

The issue manager is a way of logging changes and other questions that may arise while using the AZ DAARS system. It is a direct communication between AZ DAAS and AAA staff (with appropriate access) and RTZ. Examples of changes and issues that can be documented using the issue manager include: questions, permissions, suggested modifications, policy, screen format and errors.

To log an issue using Issue Manager, click on the **Issue Manager gidget** ( ) in the upper right hand corner**.**

NOTE: Only designated staff can enter issues into the Issues Manager. Please check with your DAARS contact on whom in your Region is handling the Issue Manager items. All other staff has view only ability and can see what issues have been identified and resolved by clicking on the "apply" button.
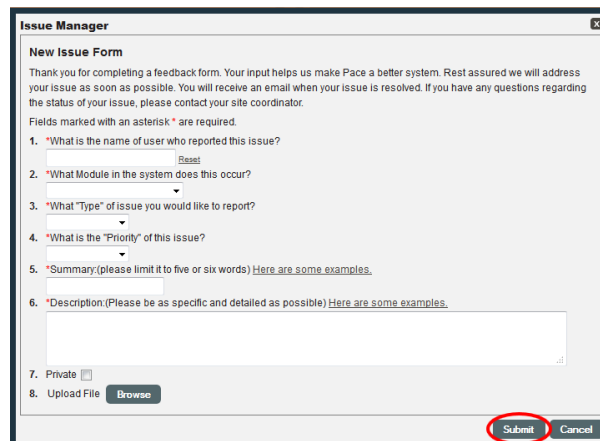
To see a list of all open (unresolved) issues that is on the issues list click **Apply**. When each of the pull downs have "All" selected and "Apply" is clicked, it will only show the open (unresolved) issues. In order to see the "Closed" or "Resolved" issues select the corresponding checkbox. The "Show Resolved" and "Show Closed" checkboxes are located directly below the "Priority" pull down. Once these are selected, click "Apply" again. This will then display the list that includes resolved and/or closed issues.

Click **Add Issue** and fill out the form.

It is very important to be as detailed and specific as possible. This way the issues can be corrected quickly and accurately.

Helpful hints for completion of the "New Issue Form":

Item number 1 "Name of user who reported issue?":
- Enter your name or name of user who reported issue.

Item number 2 "Module in the system does this occur?":
- Enter from the drop down option what module of DAARS does this issue occur.

Item number 3 "Type":
- Error Message = system message received when trying to complete a task.
- Permission = security/log in issues
- Policy = Issues that pertain to how or why something is completed a specific way.
- Problem = Problem with system connection, screen / report data field value or calculation, or general system bug.
- Question = Not sure how to proceed or need more information.
- Suggested Modification = modification needed to simplify/streamline process.
- Screen Format = screen looks odd, needs changed to line up columns, etc.

Item number 4 "Priority type":
- Low Priority = not urgent can be addressed within 7 working days.
- Medium Priority = urgent and needs addressed within 5 working days.
- High Priority = critical needs address with in 3 working days.
- Urgent Priority = needs addressed within 1 working day.

Item number 5 "Summary":
- Enter a brief (five or six words) description of the issue (i.e. progress notes not saving as a draft.)

Item number 6 "Description":
- Enter a full description of the issue. Please be as sepcific and detailed as possible.

Item number 7 "Private": If a user checks the private box displayed this will keep the issue on a list for **only** that user to see.

Item number 8 "Upload File":
- When reporting an issue it is often very helpful to include an image. You can do that by uploading a file.

Once you have submitted the new issue into the issue manager it will show up in the list as a "new" item with an "Issue ID" The issue will then be reviewed by AZ DAAS and assigned or responded to accordingly.

QuickGuide:
-Using Issue Manager in DAARS

To track the progress or resolution of an issue, you can click **Apply** to view a list of all open issues that have been added to the Issue Manager. Once the list appears you can use the filters at the top of the page to filter the results. These filters allow you to see all issues by status (open, closed, resolved, etc), priority, region, type, etc.

Once the search results come up select the issue you would like more details on by **selecting the Issue ID**.

Issue Id	Status	Priority	Severity	Submitted By	Last Updated	Type	Summary
5	Feedback	4. High Priority		Clinical Demo / Arizona DES	03/13/2013	Problem	Need to press refresh to bypass duplicate search
12	New	4. High Priority		Rachelle (Shelly) Encinas / Arizona DES	03/22/2013	Error	system freezing up or error

New	Escalated	In Progress	Feedback	Resolved

Clicking on the issue ID will bring up a screen with more details about the issue.

Issue Manager

Issue Detail for Issue ID: 16   [Go Back to Issue Manager]

Mantis Bug #
Module:
Submitted by: Haze Rosario   Reporting Agency: Arizona DES   Date Submitted: 05/09/2013
Reported by: Test, Contractor
Email: Phone: 222-222-2222 x2222   Assigned to:
Issue:
Status: Escalated
Priority: 4. High Priority
Attached File: GGB.jpeg

Notes:

Date	Area	Notes	Agent
05/09/2013	Escalation	[Edit]	Haze Rosario
05/09/2013	Note	This is a test to use in the quickguides. [Edit]	Haze Rosario

[Assign] [Feedback] [Resolved] [Closed]   [New Note] [Change Type] [Change Priority]

It is also possible to edit the issue with this screen up. If there are details that should be in the original request you can click on **Edit** and change a note that has been added OR click on **New Note** to add more details or reply to feedback. You can also **Change Type** or **Change Priority** if what was originally selected needed to be updated.

Escalate means that AZ DAAS has reviewed the issue and is sending it to RTZ. **Assign** is used only by DAAS to assign the issue to appropriate staff for resolution. **Feedback** is to ask for more details about the issue from either AZ DAAS or RTZ to the AAA. **Resolved** is used when RTZ has made the requested change on the live site or DAAS staff have resolved the issue and is now available for the AAA/DAAS user to review and then mark as **Closed** if the issue has been fixed/resolved. Please know that only the user that initiated the issue is the only one that can close it out.

Issue Manager   ☒

Issue Detail for Issue ID: 16   [Go Back to Issue Manager]

Mantis Bug #

Module: Assessment

Submitted by: Haze Rosario   Reporting Agency: Arizona DES   Date Submitted: 05/09/2013

Reported by: Test, Contractor

Email: Phone: 222-222-2222 x2222   Assigned to:

Issue: This is a test to use in the quickguides.

Status: New

Priority: 4. High Priority

Attached File: GGB.jpeg

Notes:

Date	Area	Notes	Agent
05/09/2013	Note	This is a test to use in the quickguides. [Edit]	Haze Rosario

[Assign] [Escalate] [Feedback] [Resolved] [Closed]   [New Note] [Change Type] [Change Priority]

Once an issue has been resolved and closed, it will be removed from the mail list but is searchable by the filters on the first page. So the issue is always reachable.